As a below named inventor, I hereby declare that:

PTO/SB/01 (6–95) (modified) OMB 0651-0032

Approved for use through 10/31/96 OMB 0651-0032
Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

0010/PTO U.S. Department of Commerce 19538-05784 US Attorney Docket Number Patent and Trademark Office Rev. 6/95 Mark C. Pace First Named Inventor COMPLETE IF KNOWN **DECLARATION FOR** UTILITY OR DESIGN Application Number PLEASE ASSIGN PATENT APPLICATION Filing Date FEBRUARY 12, 2001 Group Art Unit UNKNOWN [] Declaration [X] Declaration OR Examiner Name UNKNOWN Submitted after Submitted Initial Filing with Initial Filing

AUTOMAT	ED SERVICE SCHEDULING SYSTEM BASED ON CUSTOMER VALUE	
the specification of which	(Title of the Invention)	
[X] is attached hereto OR		
as filed on (MM/DD/YYYY) [_	as United States Application Number [] and was
amended on (MM/DD/YYYY) [] (if applicable).	
hereby state that I have reviewed and unmended by any amendment specifically	inderstand the contents of the above identified specification, including the claims, as y referred to above.	
I acknowledge the duty to disclose infor Regulations. § 1.56.	mation which is material to patentability as defined in Title 37 Code of Federal	

I hereby claim foreign priority benefits under Title 35, United States Code § 119 (a)-(d) or § 385(b) of any foreign application(s) for patent or inventor's certificate, or § 365 (a) of any PCT international application which designated at least one country other than the United States of America, listed below and have also identified below, by checking the box, any foreign application for patent or inventor's certificate, or of any PCT international application having a filing date before that of the application on which priority is claimed.

Country	Foreign Filing Date	Priority	Certified Co	Certified Copy Attached?			
	(MM/DD/YYYY)	Not Claimed	YES	NO			
		[]		[]			
		[]		[]			
		[]		[]			
		[]		[]			
				[]			
	Country						

Additional foreign application numbers are listed on a supplemental priority sheet attached hereto:

I hereby claim the benefit under Title 35, United States Code § 119(e) of any United States provisional application(s) listed below.										
Application Number(s) Filing Date (MM/DD/YYYY) [] Additional provisional										
60/245,903	November 3, 2000	application numbers are								
		listed on a supplemental								
		sheet attached hereto.								

DECI	LARATION		Page 2									
I hereby claim the benefit under Title 35, United States Code § 120 of any United States application(s), or § 365(c) of any PCT international application designating the United States of America, listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States or PCT international application in the manner provided by the first paragraph of Title 35, United States Code § 112, I acknowledge the duty to disclose information which is material to patentability as defined in Title 37, Code of Federal Regulations § 1.56 which became available between the filing date of the prior application and the national or PCT international filing date of this application.												
U.S. Parent Application	PCT Par			arent Filir			Do	rent Paten	+ Numbo			
Number	Numbe						Га			r		
Number Number (MM/DD/YYYY) (if applicable) [] Additional U.S. or PCT international application numbers are listed on a supplemental priority sheet attached hereto. As a named inventor, I hereby appoint the following attorney(s) and/or agent(s) to prosecute this application and to transact all												
business in the Patent and Trad	emark Office con											
Name Robert R. Sachs	•	Registration Number 42,120		Name Amir Raub			gel		Nur	tration nber 070		
I] Additional attorney(s) and/or agent(s) named on a supplemental sheet attached hereto. Please direct all correspondence to: Robert R. Sachs Fenwick & West LLP Two Palo Alto Square Palo Alto, CA 94306 U.S.A. Telephone (415) 875-2410 Fax (415) 281-1350												
				<u>'</u>				·				
I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.												
Name of Sole or First In		[] A pet			d for this	unsigne	ed invent			,		
Given Name Mark	Mic Init	ddle tial C.	Far Na	mily me Pa		Γ		Suffix e.g. Jr.				
Inventor's Signature						Date						
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[X] Additional inventors are bei	[X] Additional inventors are being named on supplemental sheet(s) attached hereto											

DECLARATION							ADDITIONAL INVENTOR(S) Supplemental Sheet								
7 10222 7 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2						[]	A petition has been filed for this unsigned inventor								
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Inventor's Signature				Date											
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City Li	nwood			Sta	ite	NJ	Zip	08	3221	C	Coun	try	USA		
Name o	f Addit	ional Joint Inventor	; if a	ny:		[]	A petit	on ha	as been i	filed for	this	unsig	gned inve	entor	1
Given Name			Mid Initi				Family Suffix Pame e.g. Jr.								
Inventor's Signature							Date								
Residence	: City			Stat	e		Country					Citizenship			
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Name o	f Addit	ional Joint Inventor	, if a	ny:		[]	A petit	on ha	as been 1	filed for	this	unsig	gned inv	entor	
Given Name			Mid Initi	- 1			1						Suffix e.g. Jr.		
Inventor's Signature										Date					
Residence	: Cıty			Stat	e		Cour	try				Citi	zenship		
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Inventor's Signature				•						Date					
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[] Additi	onal inve	ntors are being named on	supple	ement	al sh	eet(s) attache	d here	eto						